

FIG. 1

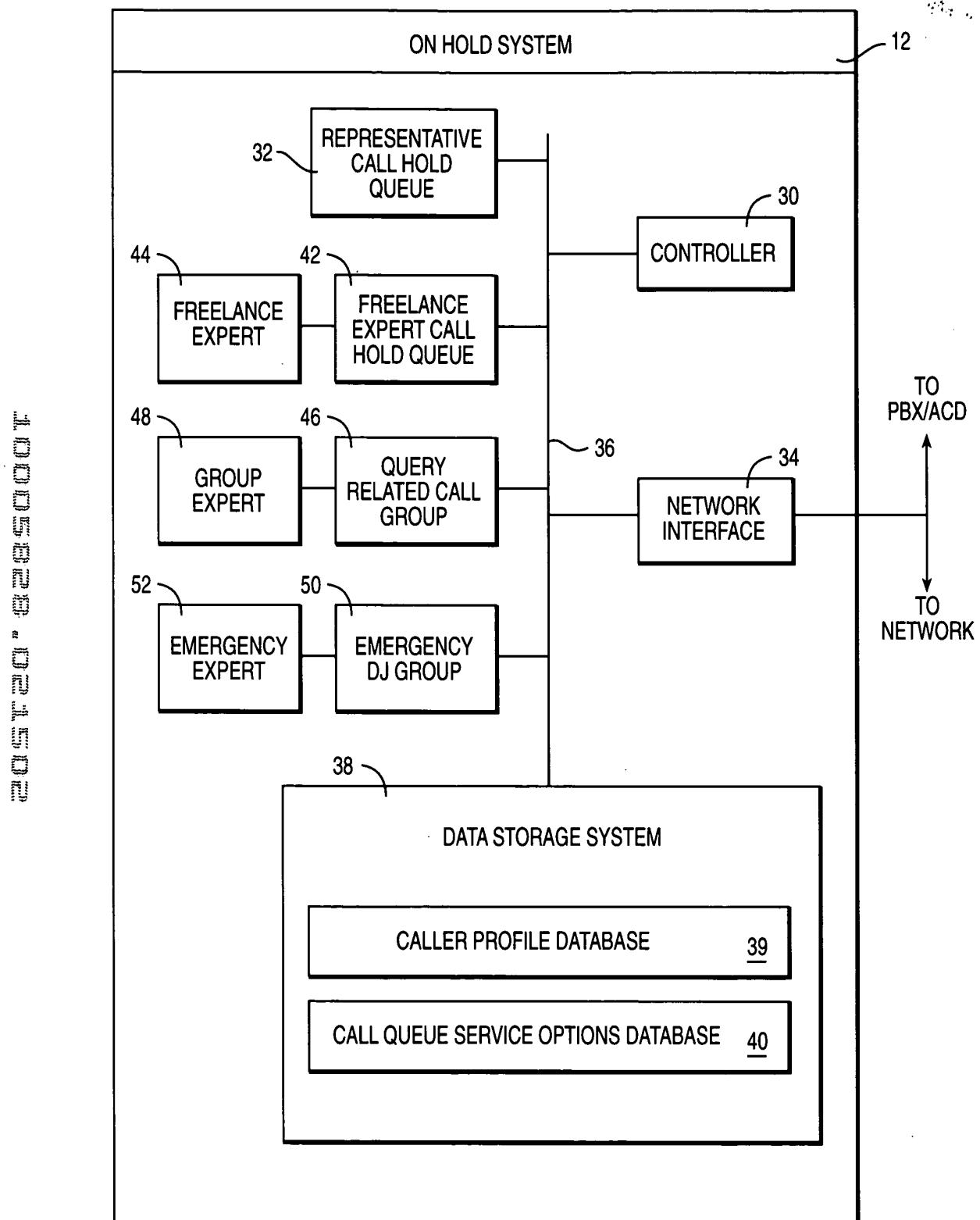


FIG. 2

REPRESENTATIVE CALL HOLD QUEUE		
POSITION	CALLER ID	OPTION
1	5120001111	MUSIC
2	5120002222	FREELANCE #4
3	5120003333	EMERGENCY
4	5120004444	EMERGENCY
5	5120005555	EMERGENCY
6	5120006666	PRINTER GROUP
7	5120007777	MODEM GROUP
8	5120008888	FREELANCE #4
9	5120009999	PRINTER GROUP

FIG. 3

FREELANCE EXPERT CALL HOLD QUEUE		
POSITION	CALLER ID	OPTION
1	5120002222	HARDWARE A
2	5120008888	HARDWARE A

FIG. 4

QUERY RELATED CALL GROUP DATABASE		
PARTICIPANT ID	CALLER ID	BROADCAST QUEUE
006	5120006666	5
009	5120009999	-

FIG. 5

EMERGENCY DJ GROUP DATABASE		
PARTICIPANT ID	CALLER ID	QUESTION QUEUE
003	5120003333	2
004	5120004444	1
005	5120005555	4

FIG. 6

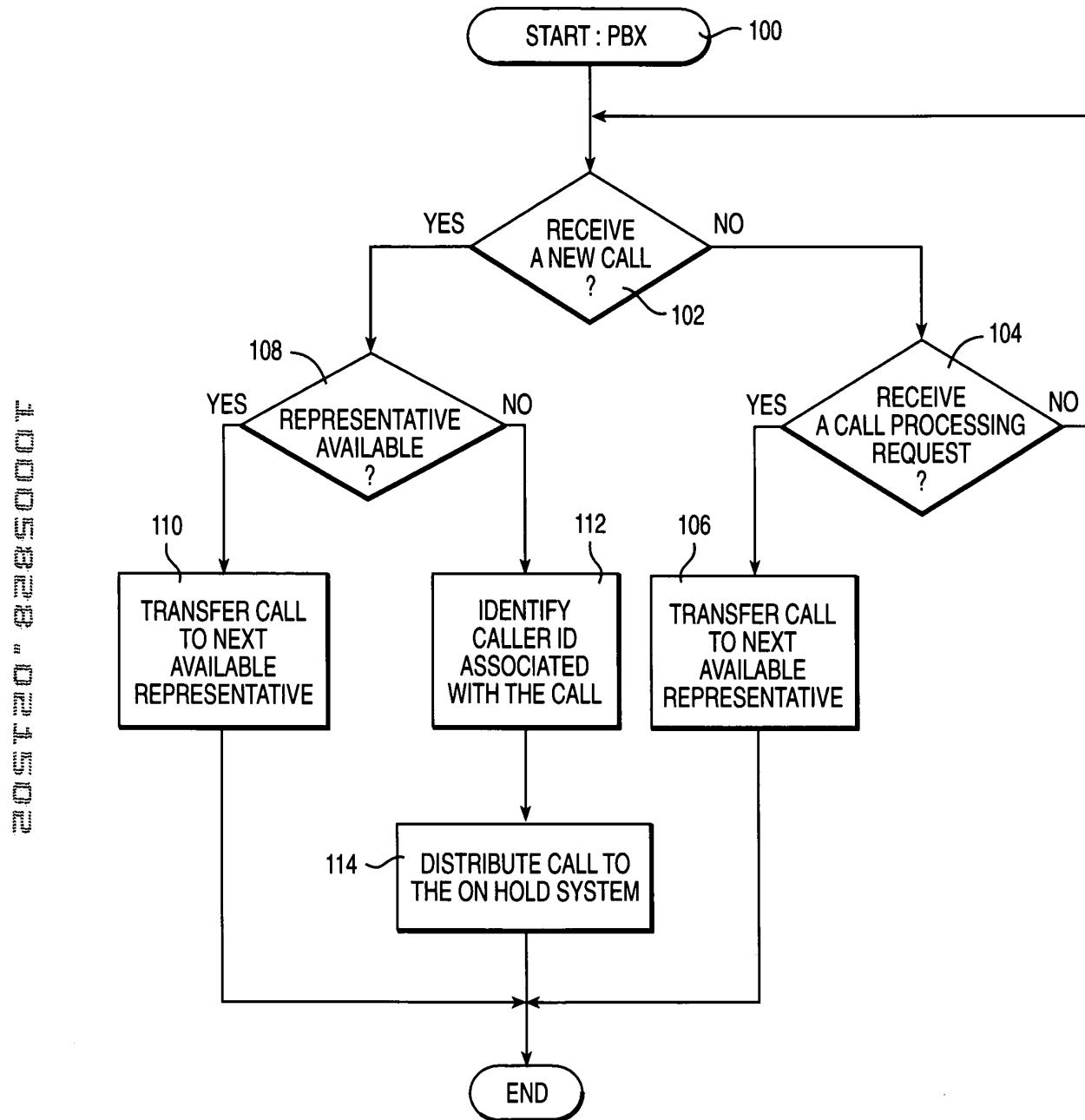


FIG. 7

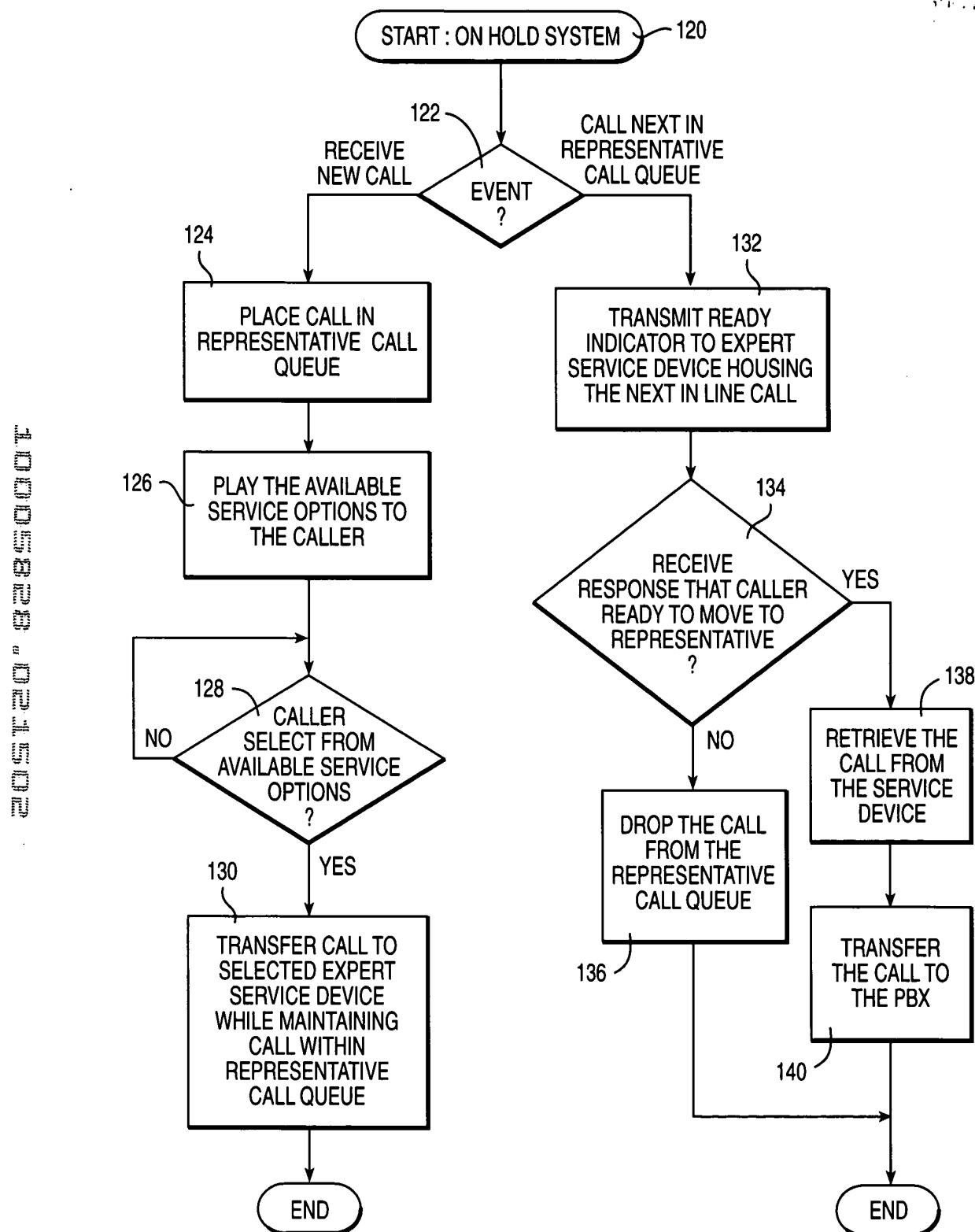


FIG. 8

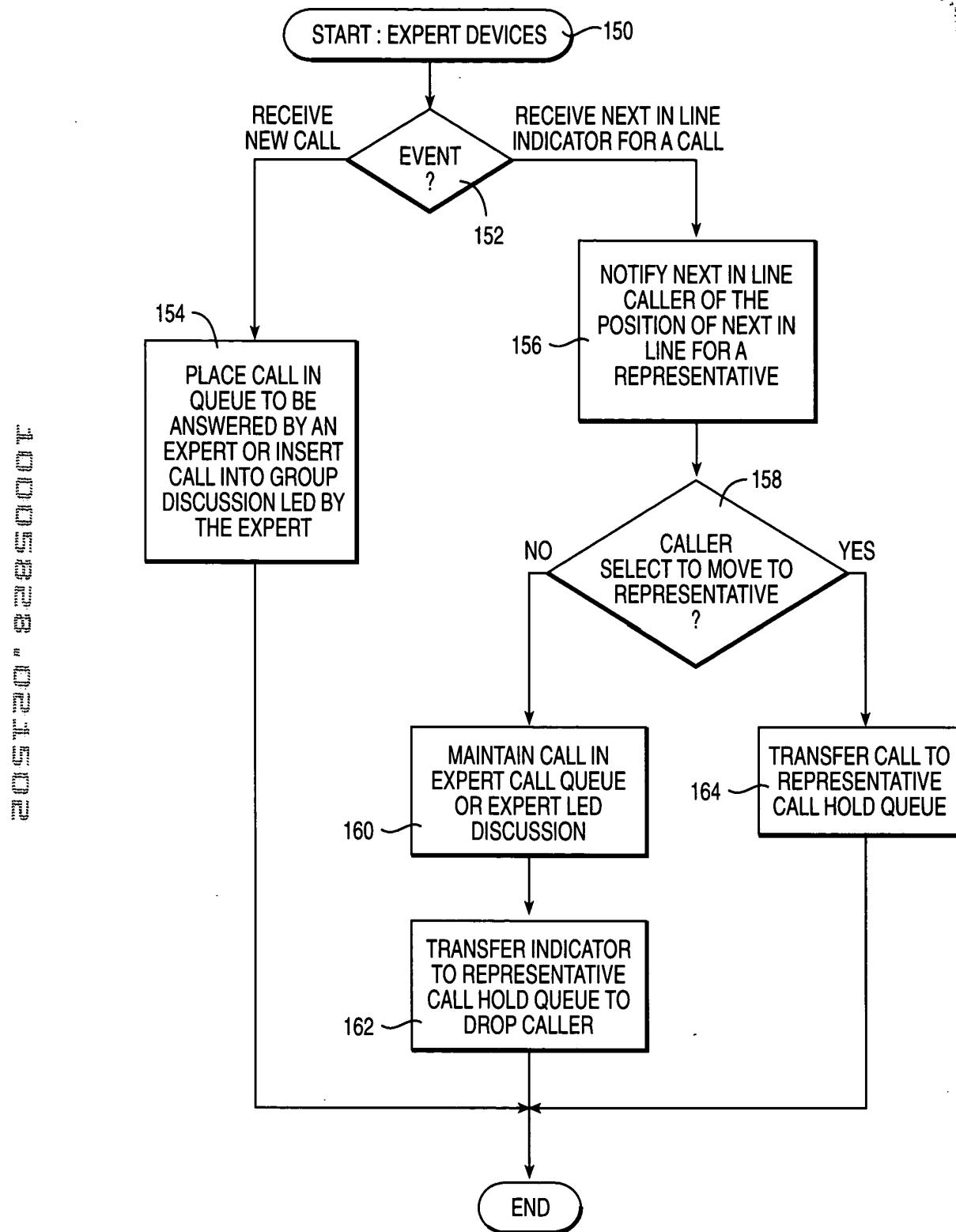


FIG. 9